



GENERAL SPACE FAQ

Your Questions and ***OHCM*** Answers about:
NASA's **Standard Performance Appraisal Communication Environment (SPACE)**

FAQ TOPIC	PAGES
General SPACE FAQ	1 – 3
Employee-Focused SPACE FAQ	5 – 7
Supervisor-Focused SPACE FAQ	8 – 10

Have a question about SPACE, please submit your question via email to LARC-DL-OHCM-SPACE@MAIL.NASA.GOV

GENERAL SPACE FAQ

KEYWORD - TOPIC AREA	GENERAL SPACE QUESTION	GENERAL SPACE ANSWER
ACCESS , LOG-IN	Q: How do know that I am logged into SPACE and I am viewing my performance plan?	A: After logging in SPACE via the Human Resources Portal at https://hr.nasa.gov , the user's name will appear in the upper right corner of the SPACE screen.
EPCS, PERFORMANCE PLAN, ORIGINAL COPY	Q: Can I find a copy of my 2012 - 2013 performance appraisal in SPACE?	A: GS-level employee's performance plans prior to 2013 - 2014 are maintained in the employee's files within OHCM. OHCM is to retain only four years of an employees' performance plan and related documentation.
IDENTIFIED SUPERVISOR	Q: My supervisor is incorrectly listed in SPACE. What should I do?	A: If your rating official (i.e., supervisor) is incorrectly identified in SPACE, please contact your organization's Administrative Officer immediately.
PRINT A CURRENT PERFORMANCE PLAN	Q: Can I print my current performance appraisal?	A: Yes. Employees can print copies of the current and any past performance plans available in SPACE.
PRINT A PAST PERFORMANCE PLAN	Q: Can I print a performance plan prior to 2013 - 2014 via SPACE?	A: No. LARC employees are unable to print copies of past (2012 - 2013 performance plans and prior years) performance plans via SPACE. To obtain a copy of your past performance plan, please contact your supervisor.

GENERAL SPACE FAQ

PURPOSE OF SPACE	Q: Why is the Agency using an online performance tool, SPACE?	A: NASA developed the Standard Performance Appraisal Communication Environment (SPACE) to automate the Employee Performance Communication System (EPCS) through the use of an online tool. SPACE is not designed to replace EPCS. As part of this Agency-wide initiative, all NASA centers are using SPACE as part of an ongoing effort to enhance meaningful and effective performance management activities in support of NASA's mission.
SAVE A COPY OF PERFORMANCE PLAN	Q: Can I save a copy of my performance appraisal?	A: SPACE automatically saves all performance plans that are established in SPACE (LARC employees may access their 2013 - 2014 performance plans and thereafter).
SUPERVISOR & EMPLOYEE DISCUSSION, FEEDBACK	Q: Is SPACE the only method that a supervisor and employee should discuss performance matters and milestones?	A: No. SPACE is designed to facilitate communications between supervisor and employee. SPACE is only a tool to automate the EPCS process. Employees can request a Face-to-Face meeting or a general Progress Review with their supervisor via SPACE at any time.
TABLETS, IPADS, MOBILE DEVICES	Q: Can I use an iPad with SPACE?	A: Presently, the Agency is working to make some SPACE components available via iPad, Tablets and other mobile devices.

GENERAL SPACE FAQ

UNABLE TO LOG IN, NO ACCESS	Q: I cannot log into SPACE. What should I do?	A: If you are unable to access SPACE or you are experiencing technical difficulties, please contact the NASA Shared Services Center at 1-877-677-2123 (1-877-NSSC123).
UPLOADING MULTIMEDIA, IMAGES	Q: Can images be uploaded to SPACE?	A: Presently, images or multimedia cannot be uploaded to SPACE. The Agency is looking into future SPACE user upgrades.
URL, SPACE WEBSITE	Q: What is the URL to log into SPACE?	A: To access SPACE, employees connect via the NASA Human Resources Portal at https://hr.nasa.gov .
USERS WITH ACCESS	Q: Who has access to my (i.e., the employee's) performance appraisal?	A: The employee's rating official (i.e., the employee's supervisor), the reviewing official (i.e., the rating official's supervisor), the organization's SPACE manager, the organizational unit manager (OUM), and OHCM SPACE Center Administrators and HR specialist(s) can view the employee's performance appraisal.

EMPLOYEE FOCUSED FAQ

KEYWORD -TOPIC AREA	EMPLOYEE SPACE QUESTION	EMPLOYEE SPACE ANSWER
SUPERVISORY VIEW OF EMPLOYEE'S PREVIOUS PERFORMANCE PLAN	Q: Will my new supervisor be able to see the documentation contained in the previous plan that was closed out by my old supervisor?	A: Yes. The new supervisor will be able to review the documentation or notes contained in the previous plan that was closed out by your former supervisor.
EMPLOYEE & SUPERVISOR SIMULTANEOUS ACCESS	Q: Can the employee and supervisor be logged into the plan at the same time?	A: Yes. The employee and supervisor may be logged into SPACE simultaneously. However, the employee's ability to participate in the various stages of the EPCS process via SPACE is dependent on the Rating Official's (i.e., supervisor) completion of certain steps in the EPCS process and vice versa.
EMPLOYEE ACCOMPLISHMENTS	Q: Once I make an accomplishment viewable to my supervisor, can I change it? Delete it? Later make it not viewable?	A: Yes. The employee has complete control over the notes in the Track Accomplishments Section. The employee can edit or delete them, or make notes once visible to the supervisor no longer visible.
EMPLOYEE ASSIGNED A NEW SUPERVISOR	Q: What happens in SPACE when an employee moves from one supervisor to another supervisor?	A: If an employee is assigned a new Rating Official, SPACE will be updated and the new Rating Official will be able to access the employee's performance plan.

GENERAL SPACE FAQ

EMPLOYEE SEPARATION (RETIREMENT, RESIGNATION, TRANSFER)	Q: What happens in SPACE when an employee separates from the Agency?	A: Employee separates (retires, resigns, transfers): If it is close to the end of the appraisal cycle, in most cases, the Rating Official should conduct the EPCS closeout and rating in SPACE. In the future, SPACE will provide an early final rating functionality for this purpose. PLEASE NOTE: Once the FPPS action separating the employee takes place, the Rating Official will no longer see the employee in his/her regular Supervisor View (Lists his/her Direct Reports), so it's highly recommended that the close out and rating occur before the personnel action takes effect.
EMPLOYEE TRANSFER EMPLOYEE REASSIGNMENT EMPLOYEE NEW JOB POSITION	Q: What happens in SPACE when an employee moves from one organization/job to another organization/job?	A: If an employee moves to another organization/job position, the employee and the losing Rating Official (i.e., supervisor) are to have a progress review or performance discussion to complete a progress review or assign a rating. The losing Rating Official can input information in SPACE's Supervisor Notes section and the various comment fields for the gaining Rating Official to review. The gaining Rating Official is to draft a new performance plan in SPACE that outlines the employee's new Critical Elements, standards and indicators.

GENERAL SPACE FAQ

PERFORMANCE PLAN UPDATES or CHANGES	Q: Is my performance plan “locked in” once I sign it or can it change?	A: No. An employee's performance plan is not "locked in" after he/she signs it in SPACE. The performance plan may be updated or changed in SPACE up to 30 days before the end of the EPCS performance cycle. The revised version will be saved in the employee's SPACE Historical Tab section, and a new plan will be created by the employee's supervisor. The supervisor and the employee are required to sign and save the new performance plan via SPACE.
SPACE DATA LOCATION	Q: Where is the SPACE data system located?	A: The Data Center at Kennedy Space Center (KSC) maintains SPACE and the Office of Chief Information Officer at KSC owns the system.
SUPERVISOR SEPARATION (RETIREMENT, RESIGNATION, TRANSFER)	Q: What happens in SPACE when a supervisor separates from the Agency?	A: If possible, have the departing Rating Official (i.e., supervisor) conduct progress reviews or (if close to the end of the cycle) ratings, before he/she separates. The Reviewing Official should make the call as to what is preferable for an individual departing supervisor to do (e.g., if there are issues with the departing supervisor, the higher level manager may not want him/her to do the ratings). If the departing supervisor doesn't do any of this, the Reviewing Official or an Acting Supervisor will have to conduct the ratings. If someone other than the Reviewing Official will be assigned as the Rating Official, he/she will need to be designated in SPACE.

GENERAL SPACE FAQ

SUPERVISOR'S NOTES SECTION	Q: Can a Reviewing Official (Supervisor's Rating Official) see the Rating Official's Supervisor Notes?	A: Yes. The Reviewing Official can see information provided by the Rating Official in the Supervisor Notes section. If the Reviewing Official modifies or changes any information in this section, SPACE will date stamp the change.
----------------------------	---	---

SUPERVISOR FOCUSED FAQ

KEYWORD - TOPIC AREA	SUPERVISOR SPACE QUESTION	SUPERVISOR SPACE QUESTION
ACCEPTABLE EMPLOYEE ACCOMPLISHMENT FORMAT	Q: What if an employee provides accomplishments as a Word document or other format via email?	A: The employee's rating official (i.e., supervisor) is to accept the hardcopy or electronic version to file with the employee's performance plan. The agency will offer additional guidance in the future.
ADMINISTRATIVE OFFICER ACCESS	Q: Can an Administrative Officer see SPACE reports for all organizations or just the one(s) to which they are mapped or granted access?	A: The Administrative Officer will <i>only</i> have access to the organization for which he/she has been granted access or mapped.
CUSTOM CRITICAL ELEMENT LIBRARY	Q: Do elements I create become part of the element library? How are they stored?	A: When a rating official creates a custom Critical Element, the new custom Critical Element is stored in the rating official's personal library of critical elements and will be searchable via the SPACE Critical Element Search Feature. The new Critical Element should not be visible to other rating officials for use.
EDIT CRITICAL ELEMENTS	Q: Can you edit elements selected from the element library?	A: Yes. A rating official (i.e., supervisor) may edit a Critical Element from LaRC's SPACE Element Library. To edit an element and use it, (1) copy the element, (2) when creating the Critical Element, select Custom Element , (3) paste the element in the text field provided and edit it as needed.

GENERAL SPACE FAQ

EMPLOYEE & SUPERVISOR SIMULTANEOUS ACCESS	Q: Can an employee and supervisor be logged into the plan at the same time?	A: Yes. The employee and supervisor may be logged into SPACE simultaneously. However, the employee's ability to participate in the various stages of the EPCS process via SPACE is dependent on the Rating Official's (i.e., supervisor) completion of certain steps in the EPCS process and vice versa.
EMPLOYEE NOTIFICATION MIDTERM/PROGRESS REVIEW	Q: How is the employee notified that he/she needs to meet with the supervisor for either a progress or mid-term review?	A: SPACE will notify an employee via email when the employee is to meet with his/her rating official (i.e., supervisor) for a progress or mid-term review as well as when it is time to establish and close out a performance plan.
MANAGER ESTABLISHING EMPLOYEE'S PERFORMANCE PLAN	Q: Can the manager establish an employee's performance plan in SPACE?	A: The Manager as designated by the organization/branch has the same permissions in SPACE/EPCS as the rating official. He/She will also be able to access the following reports: (1) Performance Plan Status by Life Cycle; (2) Reviewing Official List Report; (3) Report by Rating Number and (4) Accomplishments.
PROXY COMPLETING EMPLOYEE'S PERFORMANCE PLAN	Q: Can a Proxy complete an employee's performance plan on behalf of the rating official?	A: No. The Proxy Official role is designated by the Rating Official to assist the Rating Official with the developing or entering of the initial draft of the employee's performance plan in SPACE. The Proxy cannot complete a draft plan and send it to an employee, view an employee's comments or sign a plan.

GENERAL SPACE FAQ

SCHEDULE MIDTERM/PROGRESS REVIEW	Q: Does SPACE schedule the Midterm Review Meeting or Progress Review Meeting?	A: SPACE will notify an employee via email that the Rating Official (i.e., supervisor) and the employee are to meet for a progress or mid-term review or that it's time to establish and close out a performance plan. However, the meeting between the rating official and supervisor is to be scheduled outside of SPACE. It is recommended that the rating official or employee use Microsoft Outlook or an alternate method to schedule such a meeting/discussion.
SUPERVISOR'S NOTES SECTION	Q: Are supervisor's notes date stamped?	A: Yes. A rating official's Supervisor Notes are date-stamped and are "discoverable" in the event of a complaint or litigation. Therefore, the supervisor is to ensure that his/her notes are always recorded in a factual way, in an appropriate tone, etc.